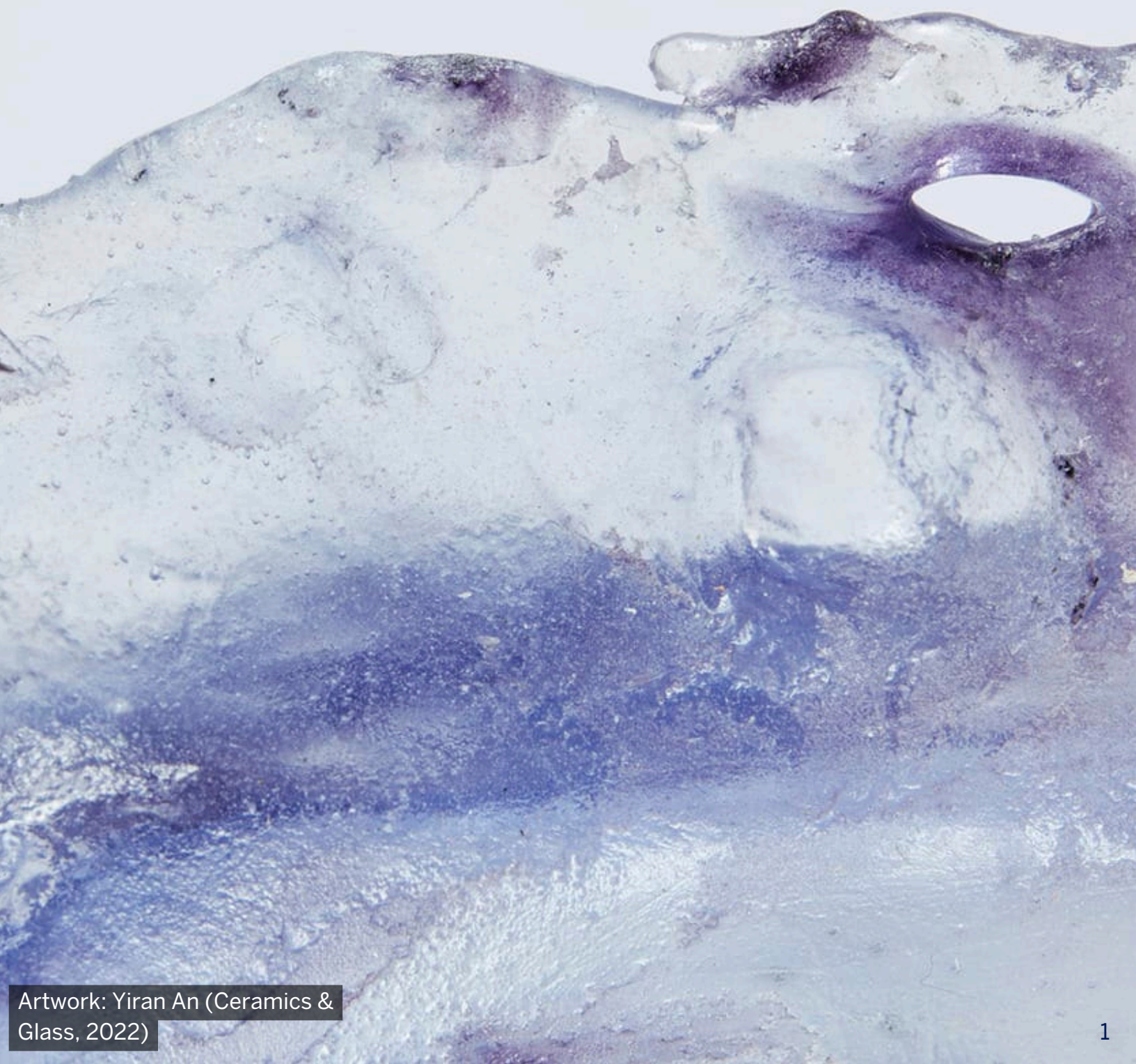


# RCA

## Deputy Director - Estate Management January 2025



Artwork: Yiran An (Ceramics & Glass, 2022)



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Photo: Richard Haughton

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# WELCOME TO THE RCA

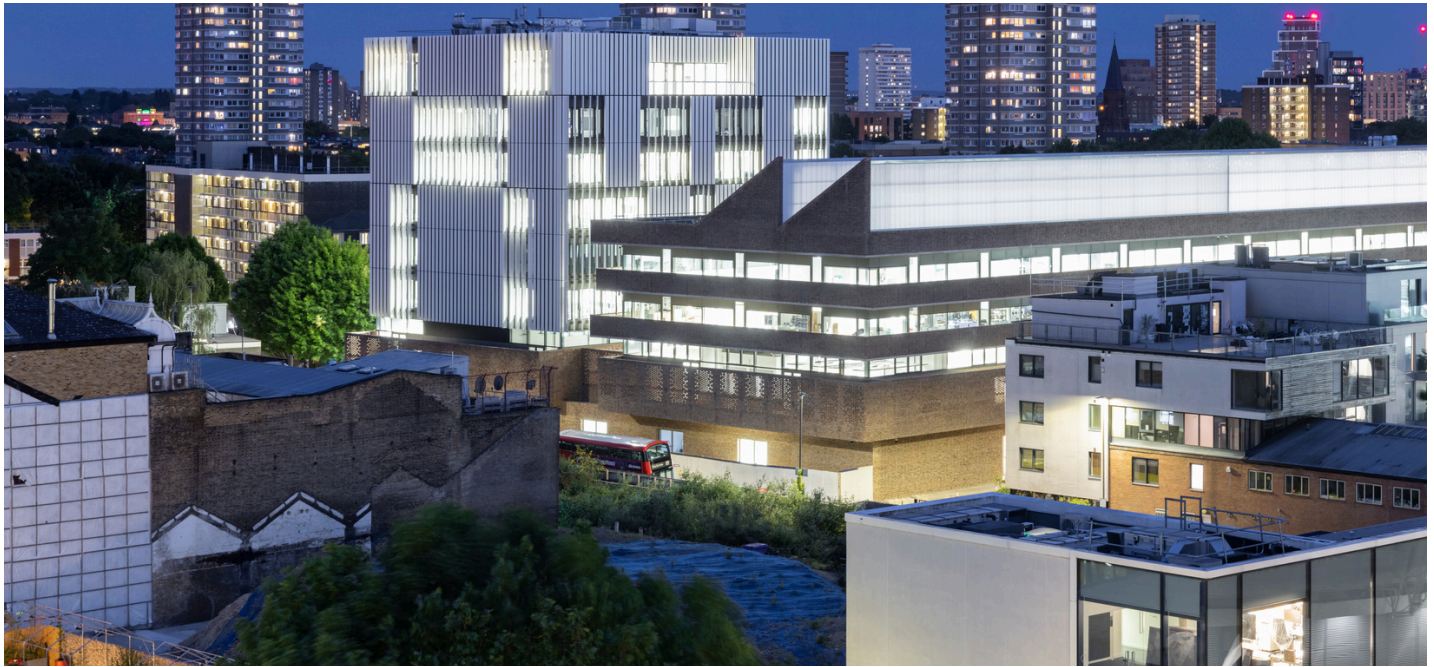


Photo: Iwan Baan

Founded in 1837, the Royal College of Art is the world's largest community of postgraduate art and design students. It is also the oldest art and design university in continuous operation and has been ranked as the world's number one art and design university for a remarkable ten consecutive years, according to the QS World University Rankings by Subject 2024 – the worldwide survey of academic and industry opinion.

The RCA is research-led and recognised in the UK-wide REF (Research Excellence Framework) as the UK's most research-intensive institution – with an increased proportion of the College's outputs classed as 'internationally excellent' and 'world-leading' in the most recent REF assessment of 2021.

Studying at the RCA is the starting point for the world's creative leaders. With more than 25,000 RCA alumni across the globe, the RCA's graduates form a unique international network of artists, designers, creators, and innovators. Every year, RCA alumni are recognised as leaders in their discipline, making national and international headlines for their work, which shapes the world we live in. Its graduate start-up incubator, InnovationRCA, is one of the most successful in the country with a high proportion of female start-up founders and a high 'survival' percentage after five years of trading.

More than 2,800 students are spread across four schools and research and academic departments, studying at Graduate Diploma, MA, MFA, MDes, MArch, MEd, MRes, MPhil and PhD levels. The College's mix of professionalism and creative freedom, together with its renowned academic community and rigorous academic framework provides the ecosystem in which students flourish and achieve their highest potential.





Photo: Richard Haughton

In addition, the RCA has a number of established and planned research centres: the Helen Hamlyn Centre for Design; the Material Science Research Centre (which includes the Materials Futures Research Group and the Textiles Circularity Centre); the Intelligent Mobility Design Centre, Computer Science Research Centre, and a future centre in Drawing. The RCA is also home to one of the UK's most successful university incubators, InnovationRCA.

The RCA espouses a hybrid approach, supporting 'traditional' making and technical skills in fine and applied art and design alongside the foundational sciences, engineering and technology which underpin designers' ability to solve today's global challenges. The RCA champions the value of interdisciplinary learning and was the first art and design university in the world to implement a STEAM (Science, Technology, Engineering, Art and Design and Mathematics) academic vision, with investment in new faculty posts in Materials Science; Computer Science and Robotics alongside art and design disciplines. By applying creative insights to evidence-based science, its staff, students, researchers and start-ups are addressing major global challenges such as rapid urbanisation and transport; loss of biodiversity; ageing populations; unsustainable consumption and production; and the rise of AI.

### Our Strategy

The RCA's strategic vision is to increase its influence on the world stage of globally ranked universities, punching significantly above its weight, and attracting, supporting and convening the world's most talented faculty, students, artists, designers and creative leaders. For more information on The RCA's Strategic Plan 2022–27, please click on this link: [Strategic Plan 2022–27](#).



# Our People



Photo: Richard Haughton

The role of Royal Visitor to the RCA was taken on by The former Prince of Wales – now His Majesty The King – in 2018. The announcement of HM The King’s retained Patronage of the RCA marks the first anniversary of Their Majesties’ Coronation. As part of the official Coronation Concert in May 2023, the Royal College of Art along with The Royal Ballet, The Royal Opera, the Royal Shakespeare Company, and the Royal College of Music came together for the first time ever to create a spectacular one-off performance, with a striking visual backdrop of specially-designed artworks contributed by students from the Royal College of Art.

The RCA’s Chancellor is Sir Jony Ive, and the Pro-Chancellor and Chair of Council is Sir Peter Bazalgette (please see link to Council independent members’ biographies). The RCA’s President & Vice-Chancellor – the CEO of the institution – is Professor Christoph Lindner who joined the College in April 2024.

The RCA’s academic faculty bring world-leading expertise and industry knowledge to the practice-based model of teaching. There is a core academic and research workforce of 196 FTE, supported by around 215 Associate Lecturers and a wide range of Guest Lecturers who bring ‘live’ industry experience into the taught curriculum – for example, Amin Taha of GrantOn design, whose work was twice shortlisted for the RIBA Stirling Prize, in 2017 and 2021, teaches in the School of Architecture; and Yao Yingjia, who is Vice President and Chief Designer at Lenovo teaches in the School of Design.

The RCA combines contemporary and industry-focused teaching perspectives. It also employs a team of 95 highly skilled technicians, many of whom themselves have postgraduate qualifications in their fields of specialism, which range from rapid prototyping and subtractive manufacturing to film and sound engineering, and from digital modelling to metal fabrication and jewellery making.

# Our Values



Photo: Shaun James

The RCA community operates in line with four agreed values:



**Curiosity**

We have a tenacious commitment to innovation and openness to change. We positively interrogate ideas, assumptions and plans and welcome the honest scrutiny that is alive in a learning community.



**Inclusion**

We celebrate diversity and embrace difference as a source of strength. We strive for an inclusive RCA community, removing barriers and challenging exclusionary and discriminatory practices.



**Collaboration**

We value what happens together and we help and support each other to achieve our collective goals. We work in partnership with our students, staff, alumni, institutions and communities across the globe to make a lasting difference.



**Integrity**

We are always willing to listen, we offer constructive feedback and we promote accountability, building relationships of mutual trust and respect. We are resilient in the face of challenges, pursuing outcomes with individual, cultural, societal and economic impact.



RCA Estates is responsible for all aspects of the Colleges estate and buildings, including delivery of day-to-day facilities management services and of capital projects & refurbishments.

The RCA Estates portfolio is focused in support of the key service lines the directorate provides to the wider College community via three distinct internal divisions:

**Estate Development:**

Master-planning, strategic projects, project management and capital works.

**Estate Planning:**

property management, energy & sustainability management, and space & moves management.

**Estate Management:**

Contracts: Facilities soft & hard services management (including compliance, courier, maintenance, cleaning, waste, transport, reception, security & small works) via an outsourced IFM provider, Estates Helpdesk and Catering & Hospitality.

Services: portorage, front of house management & services, post and event support.

At the Royal College of Art, we recognise that our estate is not merely a collection of buildings; it is the backbone of our academic pursuits and the platform from which we propel our students and researchers into future success.

In support of this, the RCA Estates directorate is undergoing a purposeful transition and growth programme to enhance efficiency, foster innovation and better align our estate functions with the College's Strategic Goals.

We are currently delivering our new two-campus masterplan that reflects our commitment to providing a world-class environment, ensuring that the Royal College of Art remains at the forefront of higher education excellence and aligns our physical assets with our sustainability objectives.

Our RCA|Together programme seeks to unify our community into two dynamic campuses that foster creativity, innovation and meaningful cross-college interdisciplinary collaboration among staff and students by creating flexible spaces for making, teaching, research and community engagement whilst honouring the historical significance of the campuses.

This is a unique chance to play a pivotal role in shaping the future of RCA's Estate as we implement these transformative initiatives and the refurbishment of our Kensington Campus, we are therefore seeking individuals who thrive in dynamic environments, embrace change and are eager to contribute their skills to the positive advancements underway.

# Deputy Director - Estate Management



Photo: Richard Haughton

As a senior manager within RCA you will be required to provide leadership to your team to ensure the effective provision of the services they provide and to champion change in the organisation.

This role will suit professionals with a high level of personal integrity and credibility, who are able to carry the accountability for their role while inspiring and maintaining the trust and confidence of senior management and key stakeholders.

Immediate priorities for the post-holder include:

Working closely with the Director of Estates to;

- implement a new Estates Services/Contracts delivery model alongside outsourced IFM services/Catering contracts and (taking into account skills, capability and capacity to deliver the Strategic Plan) develop a workforce plan that is efficient, affordable and aims to motivate and develop staff, and;
- To develop and implement an effective user interface with RCA Estates such that internal and external users benefit from estates-related services that are delivered in ways which are professional, efficient, responsive and demonstrate value for money.



## Key Responsibilities:

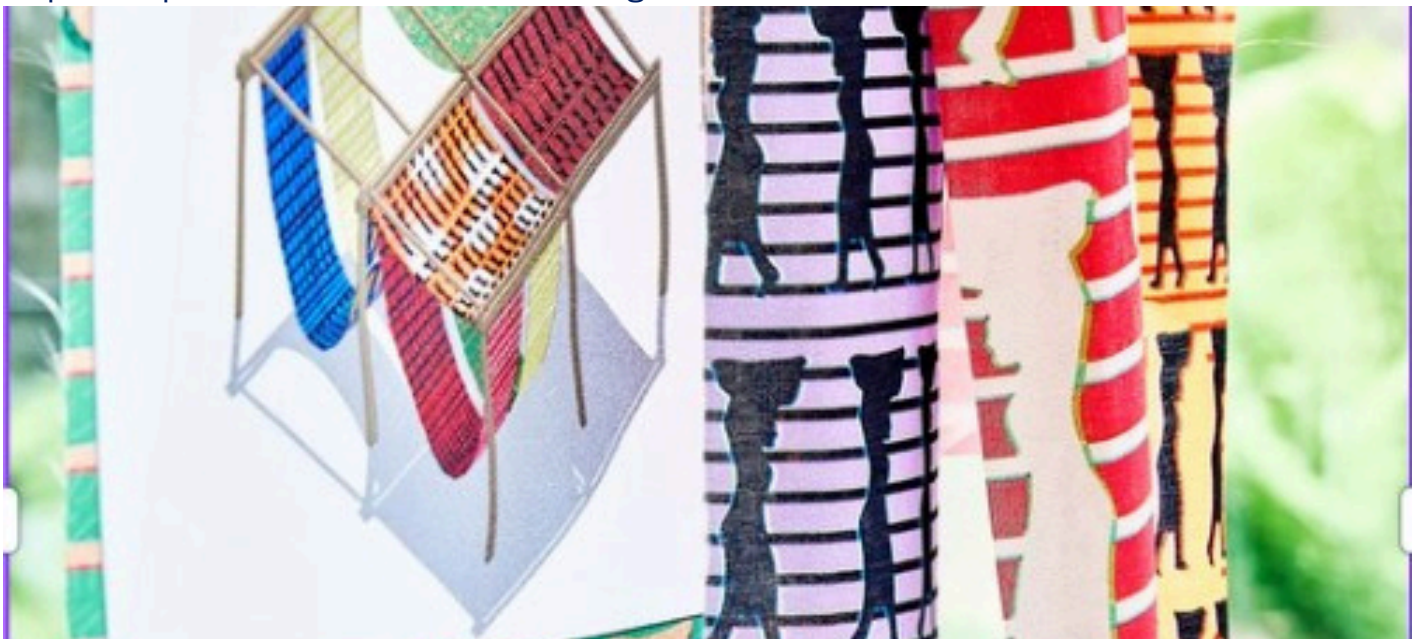
- To be professionally accountable for the Estate Management (Contracts/Services) divisions of the RCA Estates Directorate and contribute to the strategic development of its Estate.
- To be a member of the College's Estates Management Committee, providing professional input on all Estates related matters.
- Identifying and implementing future strategies to deliver the overall Strategic Plan, and respond accordingly to changes and developments in the operations of the College;
- To be the lead specialist for Estate operations & services matters for the organisation, provide professional expertise to other estates staff, directors and senior management of the organisation.
- Contribute to the development of the Estate Strategy to ensure it supports the delivery of high quality Hard & Soft FM services, in line with the College's Strategic Plan.
- Providing senior leadership across all operational services including engineering and building maintenance, infrastructure planning, catering, housekeeping, security etc essential to the safe operation of Facilities Management Services
- Lead the development of the Long-Term Maintenance Plan for the College's estate and ensure this remains current, inline with the overall Asset Management Strategy.
- Lead on the continual development of clear KPIs that deliver excellent and sustained levels of service from external suppliers, contractors and vendors, building strategic relationships to ensure high-quality provision and value for money and ensure that reports are produced for regular review by Senior Management.



Photo: Richard Houghton

## Key Responsibilities (cont):

- To be accountable for the preparation of all Estates contracts and services related policies and procedures for the College and ensure that they are full implemented and complied with at all times.
- Leading the Estates Management team to deliver the Asset Management Strategy, in partnership with other RCA Estates stakeholders and supply chain partners.
- Accountable for the day to day running of estates maintenance operations to ensure a high standard of end user experience is delivered.
- To establish a network of relationships with Estates leads in other Universities in order to identify best practice and opportunities to improve the College's estate.
- Ensuring that all estate services within your remit are delivered in compliance with relevant statutory and regulatory requirements, and that appropriate site records are maintained to support regular inspections and internal audits; driving a zero- tolerance safety culture within the team and with all suppliers to ensure the delivery of a safe, healthy & secure environment for students, staff and visitors.
- Contribute to the College's risk management, business continuity and health and safety procedures and ensure compliance with statutory obligations.
- Work with senior colleagues and other RCA Directorates in the full delivery of the events schedule across the estate.
- To be accountable for the planning, prioritisation, and co-ordination of estates related actions in regard to events, ensuring the safe and effective deployment of staff, contractors and other resources.
- Act as the 'Designated Premises Supervisor for any/all licensed events (excluding those by the RCA-SU) on the Estate.
- Leading and managing all Estate Management staff on a day-to-day basis, including bought in specialist advice where appropriate, and also including staff performance and disciplinary issues.
- To ensure that directorate staff are involved as appropriate in any change process by effective and timely communication of appropriate information to ensure that your staff are motivated and express a positive attitude towards the organisation.





## Key Responsibilities (cont):

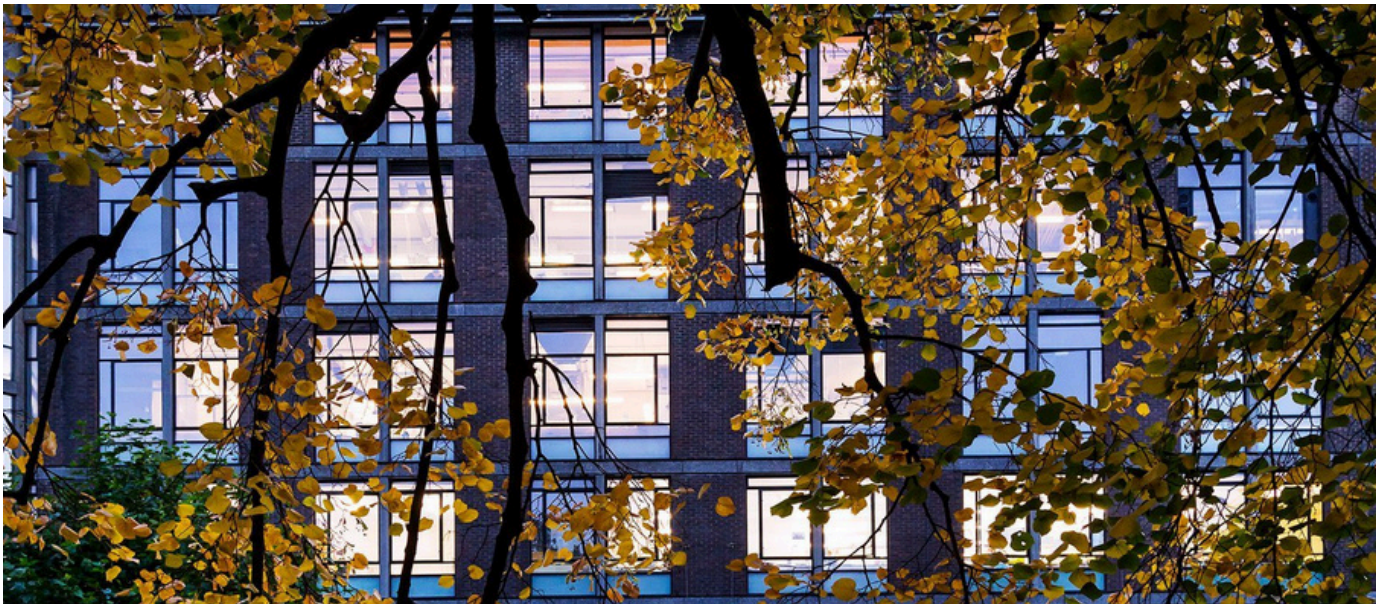
- Day-to-day management of relevant non-pay related Estates budgets to ensure that expenditure is controlled within the areas of responsibility and that budgetary allowances are not exceeded.
- Work collaboratively with the Sustainability team to implement the Departmental sustainability, carbon and water management plans to achieve the RCA's 2035 Net Zero Carbon commitment
- To work within the provisions of the Colleges Financial Regulations, to ensure the highest standards of governance and probity are maintained.
- To continually seek opportunities for cost efficiencies, plan and identify directorate revenue budgets and cost improvement programmes.
- Provide assistance and information as required in respect of any audits undertaken within the Directorate of RCA Estates. To respond and act upon any recommendations contained within audit reports affecting the Directorate.
- Liaise with the Colleges Procurement Manager on matters of purchases, contracts and tendering requirements
- To be accountable for the preparation of technical tender specifications and detailed tender evaluation reports as required, which may be highly complex and specialist in nature.



# Person Specification

## Essential:

- Degree level qualification or professional membership in a relevant field; or able to provide evidence of competency at an equivalent level.
- A relevant professional qualification and active membership of a professional body (e.g. MRICS, RIBA, MCIQB, MIWFM).
- A health & safety qualification (e.g. IOSH, NEBOSH)
- Personal Licence appropriate for a 'Designated Premises Supervisor' for licensed events.
- Track record of leading the provision of high quality operational services, through either in-house and/or external partners, including proven experience of NEC contract management.
- Senior level leadership experience gained within a complex organisation, with a track record of successfully inspiring and leading a team ranging from senior managers to operational professionals.
- Substantial experience of financial management, including a track record of planning and managing significant budgets for both capital projects and operational services.
- Adaptability, flexibility and the ability to respond positively and effectively to new ideas and situations, often working to tight deadlines or in challenging circumstances.
- Experience leading and managing change to improve performance against KPIs.
- Strong project management & organisational skills and the ability to deliver to budget and deadlines.
- A track record of compliance with and understanding of relevant Health, Safety and Environmental legislation.
- Strong communication, influencing and negotiation skills with the ability to understand all points of view whilst achieving a desired outcome.
- Enhanced leadership skills, with a commitment to managing teams responsible for delivering excellence, with ability to build credibility and influence others.
- Ability to inspire staff and create conditions for team building and development.





# Person Specification



## Desirable:

- Experience of working in a Higher Education Institution (HEI) or similar.
- Experience of working in a busy multidisciplinary estates or facilities management team delivering a range of different services.

# Pay & Benefits

## Additional Information:

- Responsible to: Director of Estates Development, Management & Planning
- Responsible for: Head of Estate Services & Head of Estate Contracts
- Full time salary: Competitive
- Permanent and full time role.
- 30 days annual leave plus extended breaks at Christmas and Easter, at the discretion of the College.
- A contributory defined benefit pension scheme and interest-free season ticket loan are available, along with many other benefits.
- Location: Kensington (with travel to other sites)
- Department: RCA Estates
- RCA Estates staff are generally required to be physically in attendance to contribute to operations on the three campuses during the College's normal opening hours. These hours are typically 08.00 to 22.00 weekdays, Monday to Friday, 10:00-20:00 Saturdays but these may be subject to change in line with College operating requirements.
- In order to support these hours, the Project manager will be required to work to cover core normal College business hours of 09.30 to 17.30 Monday to Friday, but to expect to be flexible as the demands of the role require.
- In addition, some extended hours, late or weekend working may be required to support College functions or public events.



Photo: Philip Vale



### Pension

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 16% of your salary while you pay 6%.

### Holiday

30 days paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day on either side of Easter and the remainder between Christmas and New Year. Part-time staff will be entitled to the pro rata equivalent.

### Season ticket loans

Interest-free loans are available for staff to purchase annual season tickets.

### Enhanced maternity and adoption pay

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

### Enhanced paternity pay

Qualifying employees are entitled to six weeks' paternity leave entitlement at full pay.

### Enhanced sick pay

Occupational sick pay after three months' service is three months full pay/three months half pay.

### 24/7 confidential support

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

### Occupational health

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

### Life Cover

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependent/spouse is payable should you die whilst in employment.

### Library

All staff are welcome to join the college library.

### Events

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.



## Equality, diversity and inclusion - Disability and neurodiversity

### Disability Confident

RCA is a Disability Confident Committed employer. You may recognise the logo from our job adverts.

Disability Confident is a government scheme designed to encourage employers to recruit, retain, and develop disabled people. RCA was originally awarded the Disability Confident certificate in October 2022, which broadens and deepens our existing commitment as an employer.

As a Disability Confident Committed employer, we commit to the below core activities:

- ensure our recruitment process is inclusive and accessible
- communicating and promoting vacancies
- offering an interview to disabled people who meet the minimum criteria for the job
- anticipating and providing reasonable adjustments as required
- supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work
- at least one activity that will make a difference for disabled people







**10 YEARS**

as the world's N°1  
University for Art & Design

QS World University Rankings by Subject 2015-24

Together, the RCA community can generate change now for a sustainable future everywhere.